

Utility Help for Military Families



The Michigan Public Service Commission's [Consumer Standards and Billing Practice Rules](#) provide utility shutoff protection for eligible military families.

Protection Requirements

An eligible military family would include a utility customer, spouse of a customer, or customer whose spouse is in the military who meets all of the following:

- Is on full-time active duty
- Is deployed overseas in response to a declared war or undeclared hostilities or is deployed within the United States in response to a declared national or state emergency with a resulting reduction in household income
- Notifies the utility of his or her eligibility
- Provides verification of eligibility, if requested by the utility

Upon customer request, the protections include:

- Shutoff protection to an eligible military family for a period of 90 days
- Shutoff protection for at least one additional 90-day period as long as the family continues to meet all of the conditions for an eligible military family
- A payment schedule at the close of the last 90 days that allows the customer to pay past due bills in monthly installments over a 12-month period